

Date: Jul 26, 2006

Name: Julie Testing  
ID: 137903

## Medical Billing Summary

### General Reasoning (Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work



Faster Processing  
Needs Intellectual Challenge

- Julie tends to focus on immediate tasks which can be helpful in medical billing positions that deal with routine issues over and over again during the day
  - Very important to provide Julie additional training time using hands on experience whenever possible
  - Highly complex medical billing environments and situations that require continual training on new and unique procedures may be more difficult for Julie
- QUESTION: What type of training have you found to be the most effective for you in the past?

### Conscientious (Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable



- The high level of detail involved in many medical billing roles can become frustrating for Julie to deal with all day long
  - Julie may overlook details
  - Julie typically handles interruptions or changes in schedules better than others
- QUESTION: Describe a time when you had to work on a very detailed project. How did you deal with it?

### Tough Minded

Cooperative  
Agreeable



Direct  
Determined



- Julie's skeptical nature can help to scrutinize billing records and uncover problems
  - Julie tends to be direct and out-spoken with others
  - If Julie must interact directly with patients regarding billing, it is important that Julie remember to be careful not to become overly argumentative
- Question: Describe a time when you came across to someone else a little too strong when the situation may have needed you to be a little more tactful. What was the situation and what

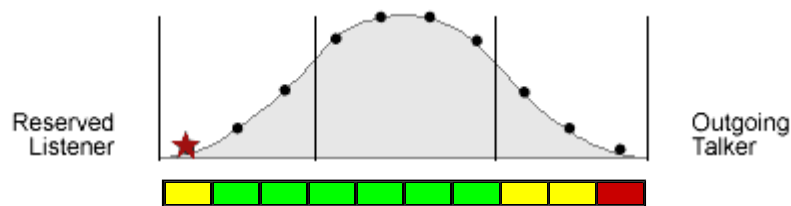
happened?

## Conventional (Rules)



- Julie usually follows rules, patient privacy policies and other standards necessary for medical billing
  - Julie may have difficulty and require additional time to adapt to changes in policies and procedures
- QUESTION: Tell me about a time when you felt that policies and procedures were changing too frequently. How did you handle it?

## Extroversion



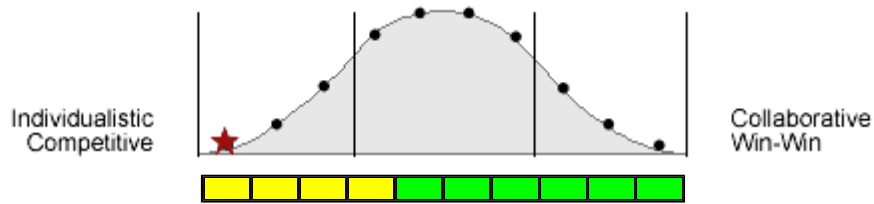
- Julie tends to listen well to others which can be very helpful in dealing with the high level of detail in most medical billing positions
  - Reserved and quiet nature may help Julie in dealing with the lack of social interaction of some medical billing roles
  - Julie may occasionally be seen as unfriendly by others
- QUESTION: Describe a time when your job required you to be more talkative and friendly with others than you are accustomed to. How did you deal with it day to day.

## Stable



- Julie tends to feel stress faster than others which can be difficult in those medical billing roles where Julie is expected to deal directly with emotional patients regarding their bills
  - Others will usually perceive Julie as being sensitive to their issues
- QUESTION: Describe a time when you had to handle a great deal of stress during the day. How did you manage it?

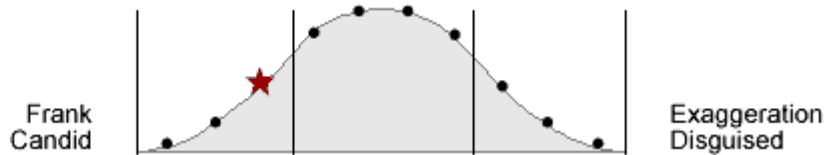
## Team



- Julie tends to be independent and competitive rather than customer oriented
- Many medical billing positions may not provide the individual recognition and environment for Julie to feel motivated

QUESTION: Give me an example of a situation when you had to let a customer or patient be right even though you did not agree. How did it work out?

## Good Impression (Social Desirability)



- Julie's responses have been frank and open

\*The participant has scored in the "red zone" in 1 area.

Overall  
**71% \***

**Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.**

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## Medical Billing Interview Questions

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### General Reasoning (Cognitive)

**Question:** Tell me about a time when you were expected to solve particular problems in your job even though you had not been properly trained. How did you deal with it?

**Question:** Give me an example of when you have been able to think quickly to solve a problem in your job.

**Question:** Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

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### Conscientious (Organization)

**Question:** Tell me how you keep track of the details of a project or task.

**Question:** Give me an example of how you have followed up with someone who asked for additional details on a project or task. How did you handle the follow up?

**Question:** Describe a time when you lost track of some details for a project and it caused a problem. What did you do?

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### Tough Minded (Assertiveness)

**Question:** Tell me about a time when you disagreed with a supervisor about how a customer situation should be handled. What did you do?

**Question:** Tell me about a time when you became impatient with a coworker or supervisor because they were being unreasonable. What happened?

**Question:** Give me an example of a time when you had to make an important decision on something even though it wasn't your responsibility. What was the situation and how did it work out?

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### Conventional (Rules)

**Question:** Describe a time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

**Question:** How have you handled a situation where there was no procedure in place?

**Question:** Tell me about a time a good customer wanted something that was not consistent with policy. What did you do?

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**Extroversion**

**Question:** Give me an example of a time that someone praised you for your ability to listen to them. What was the situation?

**Question:** Tell me how you handle coworkers who like to chat with you even though you need to move on to the next task.

**Question:** Tell me about a time at work when you needed to take a break and get away from people for a while. What was it like?

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**Stable**

**Question:** Give me an example of how you have dealt with a lot of stress in your job every day. What did you do?

**Question:** Tell me about a time when a customer or coworker was very upset and was being unreasonable. What did you do?

**Question:** Describe a time when you worked in an environment that you thought was motivating but not too stressful. What was your day like and what made it motivating?

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**Team**

**Question:** Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

**Question:** Give me an example of a time when a coworker needed your help with a project or task. What was the situation and how did you handle it.

**Question:** Give me an example of a time when you were praised for your performance in front of the team. How did your coworkers respond?

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